

A close-up photograph of a hand holding a black car key with three buttons (lock, unlock, and a panic button). The background is a blurred image of a car's headlight and grille. The image is framed by blue and orange geometric shapes.

# GSA Fleet Vehicle Purchasing Guide 2021

*The right vehicle, at the right price, with great service, and the data required to effectively and efficiently manage a fleet!*

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# Summary of Changes

GSA Fleet continually reviews and updates the Vehicle Purchasing Guide to improve clarity and consistency, while ensuring our stakeholders always have the most up to date information on the GSA Fleet purchasing program. Changes to the previous edition of the Vehicle Purchasing Guide are effective immediately. Significant changes reflected in GSA Fleet Vehicle Purchasing Guide, are as follows:

## General Updates

- Updated all links throughout the document
- Revised and updated general policy language and terms
- Updated all contact information
- Ensured that all discussed and linked forms are up to date
- Changed reference of GSA Automotive to GSA Fleet

## Changes to Note

- Created a chapter on vehicle offerings, “[Chapter 3 - What Types Of Vehicles Does GSA Offer?](#)”. Chapter 3 previously contained information on Alternative Fuel Vehicles (AFVs) and Law Enforcement Vehicles (LEs) which has been incorporated into this chapter.
- Renamed Chapter 4 to “[Chapter 4 - How Do I Order A Vehicle and Which Programs are Available?](#)”. It now includes information on how to order and the programs under which customers can order vehicles. Please note that the language under the [MAS Self-Service Acquisition \(Direct Acquisitions by Your Agency\)](#) section has been updated.
- Updated recall information In Chapter 11 “[How Do I Know if My Vehicle has a Recall?](#)” and included a link to a newly created [recall page](#) located on the GSA portal page.
- Changed term in Chapter 13, “[Certificate of Origin for a Vehicle \(COO\)](#)” in Chapter 13. It was previously referred to as a COV (Certificate of Origin for a Vehicle).
- Removed “Acronyms” section from the document.

# Chapter 1 - What Is GSA Fleet and What Is It Authorized to Do?

GSA Fleet provides safe, reliable, low cost vehicle solutions for Federal agencies and other [eligible entities](#). GSA Fleet's suite of offerings include vehicle purchasing, vehicle leasing and short-term rentals. This document will assist you with answering any questions you may have on purchasing vehicles for your agency.

When you purchase a vehicle from GSA Fleet, we take care of all the contracting actions so you can simply place a requisition for your vehicle in [AutoChoice](#). GSA Fleet helps you save over 24 percent on average off the manufacturer's invoice price and offers professional engineering services, technical assistance, and vehicle design services. If you have any purchasing questions along the way, please reach out to us at [vehicle.buying@gsa.gov](mailto:vehicle.buying@gsa.gov) or (844) 472-1200.

## Operating Authority and Funding

GSA Fleet is the mandatory source for the procurement of all new non-tactical motor vehicles purchased for the Department of Defense, Federal executive agencies, and other eligible users in accordance with [41 CFR 101-26.501-1](#). Executive agencies are required to submit orders to Vehicle Purchasing for new non-tactical motor vehicles procured, or with a contracting action originating, in the 50 states, the District of Columbia, and all territories and insular possessions as defined under [Title 48 of the U.S. Code](#).

Vehicle purchasing through GSA Fleet provides agencies and other eligible users with significant savings through its consolidated buying programs. It also provides customers with value added services such as subject matter expertise and ordering efficiencies. As described in [41 CFR 101-26.501-1](#) and throughout this document, Vehicle Purchasing uses several different ordering programs to ensure customers have access to the right vehicle at the right price across the full spectrum of automotive commodities.

In order to carry out its authorized functions, GSA Fleet utilizes GSA's Acquisition Services Fund (ASF). The ASF is a revolving fund which operates on the revenue generated from its business lines rather than an appropriation received from Congress. It is the primary fund of the GSA Federal Acquisition Service (FAS). FAS business operations are organized into several business portfolios, including GSA Fleet, based on the product or service provided to customer agencies. FAS consolidates common requirements from multiple Federal agencies and uses this bulk buying power and its contracting expertise to acquire products and services at lower prices and with more advantageous terms than agencies could obtain individually.

Agencies can order vehicles and associated equipment through GSA's online ordering tool AutoChoice through the following means:

- Standard Vehicle Orders through AutoChoice
- [Non-Standards Program](#)

- [Multiple Award Schedules](#) (MAS) Self-service - where the customer conducts the planning, awarding and administration.
- [Assisted Acquisition](#) - where agencies indicate on the request for quote (RFQ) that orders issued will be placed through the issuance of a motor vehicle delivery order (MVDO) from the GSA Center for Vehicle Acquisition. GSA conducts the planning, awarding and administration.
- [Express Desk Program](#) - a means of purchasing vehicles through AutoChoice when there is an unusual and compelling urgency.

For information on these programs, please visit [Chapter 3](#). For more information on costs, fees and billing, please visit [Chapter 8](#).



# Chapter 2 - Who May Purchase Vehicles Through GSA Fleet?

## Are Federal Agencies Required to Purchase Through GSA?

Yes. GSA is the mandatory source for the procurement of all new non-tactical motor vehicles for the DoD and all Federal executive agencies ([41 CFR 101-26.501-1](#)). [40 U.S. Code § 502](#) authorizes GSA to provide products and services to Federal Agencies, Mixed-Ownership Government Corporations and the District of Columbia.

## Can Other Entities Purchase Vehicles Through GSA?

Other eligible entities may purchase from GSA. Per [40 U.S. Code § 502](#), on request, the Administrator of General Services shall provide, to the extent practicable, any of the services specified in section 501 of this title to— (1) a federal agency; (2) a mixed-ownership Government corporation and qualified non profit agencies. Entities that have been granted purchasing authority to procure vehicles using GSA contracts and purchasing programs are listed here: [GSA Order OGP 4800.2I](#). GSA is not a mandatory source for these eligible buyers.

## Who Can Submit a Vehicle Order?

[AutoChoice](#) is Vehicle Purchasing's web-based tool to research and order non-tactical vehicles. When you register in AutoChoice, you will automatically have rights to view and create pending orders. However, you will not automatically have rights to submit orders to GSA. User rights are determined and administered by your Agency Headquarters (HQ) Fleet Manager or their designee. To contact your Agency HQ Fleet Manager, visit the [Agency HQ Fleet Manager Information](#) site.

The Agency HQ Fleet Manager must not request or delegate AutoChoice ordering rights for anyone who does not have authority to obligate Federal funds. If an individual places a vehicle order with GSA and does not have obligating authority, they are making an unauthorized commitment on behalf of their agency. Ratifications for unauthorized commitments are the responsibility of the ordering agency in accordance with [Federal Acquisition Regulation \(FAR\) 1.602-3](#).

## Chapter 3 - What Types of Vehicles Does GSA Offer?

GSA Fleet customers have a wide range of needs for non-tactical motor vehicles to support agency mission requirements. In establishing its vehicle line-up, GSA Fleet strives to offer the widest variety possible of vehicle types, configurations, and options. In addition, GSA Fleet recognizes that energy efficiency is also a significant concern for customers as they must acquire vehicles achieving the maximum fuel efficiency while limiting body size, engine size, and options to only that which is required to meet mission requirements in accordance with [41 CFR 102-34.50](#) (see [Chapter 4](#)).

Customers will find that GSA Fleet offers a wide range of commercially available vehicles. Please note, every vehicle in the marketplace may not be available in a given year because suppliers may not bid on certain vehicle types or their bids are non-compliant with Federal regulations, such as the statutory price limitation per [31 USC 1343](#).

### What Types of Vehicles Does GSA Offer?

The following vehicle types are available directly in AutoChoice:

- Sedans
  - Subcompact
  - Compact
  - Midsize
  - Large
- Station wagons
- Light trucks
  - Pickup trucks
  - SUVs
  - CUVs
  - Vans
- Light trucks with vocational bodies
- Incomplete light-duty cab and chassis
- Medium and heavy trucks
  - Dump trucks
  - Dry vans
  - Refrigerated trucks
  - Stake/flatbed trucks
  - Semi tractors
  - Maintenance trucks (limited)
  - Wreckers and carriers (very limited)
  - Incomplete cab and chassis
- Wheelchair vans
- Ambulances
  - Medium duty unit with a 2 door, medium duty truck
  - 2 Door “pickup” style cab

- Van style walk through cab
- Medium duty van style walk through
- Buses
  - Cutaway School Bus
  - Conventional School Bus
  - Transit Style
  - Light Duty Shuttle
  - Medium Duty Shuttle
  - Intercity Motor Coach
  - Heavy Duty Transit Low Floor

\*Please note that the list of available vehicles is subject to change.

For other vehicle types not listed above, agencies can search [GSA Advantage](#) for all the products available under GSA's MAS and put their requirements and independent government cost estimates (IGCEs) into AutoChoice, and GSA can place the order.

### **What Types of Alternative Fuel Vehicles (AFVs) are Available?**

GSA Fleet strives to offer the latest commercially available Alternative Fuel Vehicles that help you meet Federal sustainability mandates and agency goals:

[42 USC 13211](#) defines alternative vehicles as any "dedicated vehicle or dual-fueled vehicle designed to run on at least one alternative fuel." In addition, the National Defense Authorization Act of 2008 expanded the definition of an AFV to include:

- A. Advanced lean burn technology vehicles.
- B. Fuel cell vehicles.
- C. Hybrid electric vehicles.
- D. Any type of vehicle that the Administrator of the Environmental Protection Agency (EPA) demonstrates to the Secretary of the Department of Energy (DOE) would achieve a significant reduction in petroleum consumption.
  - a. EPA demonstrated to DOE that low GHG emitting gasoline vehicles achieve a significant reduction in petroleum consumption. Therefore, they can be counted as AFVs when not within 5 miles or 15 minutes of alternative fuel.

The following are defined as alternative fuels:

- A. Biodiesel.
- B. Denatured alcohol.
- C. Electricity.
- D. Hydrogen.
- E. Methanol.
- F. Mixtures containing 85% or more methanol or denatured ethanol.
- G. Natural gas.
- H. Propane (liquefied petroleum gas).

## What are the Federal Fleet Efficiency Requirements I Need to Comply with?

There are a variety of environmental laws and regulations affecting the Federal fleet. Agencies are required to purchase AFVs, optimize their fleets, acquire all light duty vehicles as low greenhouse gas vehicles, use more alternative fuels and use environmentally preferred products for vehicle maintenance. Additional resources on vehicle requirements can be found on GSA's [AFV website](#) and on the [List of Current AFVs](#). The following chart shows the fuel requirements for Federal agencies that need to be followed:

Summary of Requirements		
<b>Efficiency</b>	<b>EISA Section 142</b>	Reduce petroleum consumption by 20% and increase alternative fuel by 10% by FY15 and continuing thereafter
<b>Vehicle Acquisition</b>	<b>41 CFR 102-34.45</b>	Select vehicles with best fuel efficiency for fleet needs
	<b>EPAct 1992 Section 303</b>	At least 75% of covered light duty vehicles acquired in MSAs/CMSAs must be AFVs
	<b>EISA Section 141</b>	Prohibits agencies from acquiring vehicles that are not low-greenhouse gas emitting (with certain exceptions)
<b>Alternative Fuel Use</b>	<b>EPAct 2005 Section 701</b>	All dual-fueled vehicles must use alternative fuel if reasonably available
	<b>EISA Section 246</b>	Every Federal fleet fueling center must install a renewable fuel pump

## How Do I Identify Alternative Fuel Vehicles (AFVs) in AutoChoice?

The AutoChoice ordering program allows agencies to order a variety of vehicles to help meet Federal sustainability requirements. Customers can search for vehicles in AutoChoice by vehicle type or by alternative fuel type. On the "Options" page, customers can select engine and fuel options (such as alternative fuel engines). On the "Compare Vehicles" screen, customers can compare fuel economy and engine data. An AFV icon and/or green leaf icon are displayed to identify alternative fuel vehicles and low greenhouse gas emitting vehicles respectively. This ensures customers are aware of the vehicles that meet both AFV requirements and the Energy Independence and Fuel Act (EISA) Section 141 to acquire all light duty vehicles and medium duty passenger vehicles (with some exceptions) as low greenhouse gas emitting vehicles.

## How Do I Order Law Enforcement (LE) Vehicles?

GSA Fleet worked with the vehicle industry and law enforcement stakeholders to develop mission specific LE packages. GSA Fleet is committed to the development and implementation of streamlined standard LE packages that enhance procurement lead time, save money and maximize the utility of each vehicle.

These standard LE packages and detailed purchase descriptions (PDs) were developed through extensive market research and analysis, and the balancing of competing interests to provide common solutions.

## What are the Benefits of Purchasing through the GSA LE Program?

Purchasing standardized LE packages through this program provides numerous benefits for agencies.

Agencies will realize:

- Significantly reduced cost (potentially up to 20% versus a customized vehicle).
- Reduced acquisition timeline as vehicles are delivered fully upfitted (excluding radio and laptop).
- Improved build quality through standardization and collaboration between the upfitter and the manufacturer.
- Warranty covered directly through the manufacturer.
- Standardized vehicles that ease transfers and usage by more than one driver.

## Who is Eligible to Order from the LE Program?

Federal customers do not have GSA imposed restrictions on ordering through the LE program. For budgeting and consistency, some agency HQs provide GSA with ordering guidance whereas others allow local customers to select from all available options. Please review your internal agency guidance.

In addition to general purchasing authorities governed by [GSA Order ADM 4800.2I](#) (see [Chapter 2](#)), Tribal organizations must have specific authority for law enforcement activities in order to purchase LE program vehicles. Please contact a representative from the agency administering your contract, grant, or cooperative agreement for clarification on your authorities.

## What Types of LE Vehicles are Available?

The following law enforcement vehicle types are available:

- Pursuit and non-pursuit rated sedans
- SUVs
- Pickup trucks
- Prison transport vans
- K9 & Military Working Dog units
- Fire Command units

Please see our [LE Brochure](#) for more information.

## How Do I Research and Order an LE Upfit Package?

Be knowledgeable of your law enforcement vehicle's mission and review the GSA purchase descriptions (PDs) to determine the law enforcement upfit package (LU) that meet your mission. Thoroughly review the contents of the GSA PDs available in the specification documents for all upfit options in the Federal Vehicle Standards. Review all of the LU options which contain detailed technical requirements based upon the needs and requirements of the agency.

*Note: The packages exclude communications equipment.*

Follow these steps to access the PDs in the [Federal Vehicle Standards](#):

1. Select the year and click on "GO".
2. Click the "Documentation" tab near the top.
3. Click on "Law Enforcement Vehicles":
  - a. This will bring up a list of files for each "LU" option code available.
  - b. Click on the file to open the specification document.
  - c. Section 3.1 of each document gives a basic description of the upfit contents.  
Detailed information can be found in the subsequent sections.
4. Identify vehicle color and graphics.
5. Select additional GSA options as required for the selected LU option.

Once you have selected the standard item number (SIN) and LU option in AutoChoice, you can view the cost and submit the order. To make the best value decision and low bid selection to fit your mission need, please contact the [GSA Fleet Law Enforcement Team](#) to ensure the correct package is ordered.

## What is the LE Vehicle Estimated Delivery Time?

Delivery times depend on the LU options complexity, including base vehicle build. Please refer to the estimated delivery times in [Chapter 4](#).

# Chapter 4 - How Do I Order A Vehicle and Which Programs are Available?

When discussing vehicle buying, a variety of terms are often used interchangeably. For the purposes of this guide, vehicle buying, ordering or purchasing, is the overall vehicle buying process even though your agency is placing a requisition. All agencies or entities buying vehicles (or placing requisitions) need to have ordering rights designated to them from an Agency or

Bureau-level manager or his or her designee with adequate AutoChoice ordering rights. Tribal entities need an Activity Address Code provided by their sponsoring Federal agency prior to being assigned ordering rights.

### **How is the Agency HQ Fleet Manager Designated?**

Agency HQ Fleet Managers can only be assigned in AutoChoice by GSA Fleet. When an individual needs to be set up as the Agency HQ Fleet Manager or designee, an email must be sent to GSA Fleet from the employee's supervisor certifying that the employee is the designated Agency HQ Fleet Manager. The email must certify that the individual:

- Has the authority to obligate Federal funds.
- Has the authority to delegate ordering rights.
- Is either a direct employee of the Federal Government or an authorized government contractor.

If the individual is a government contractor, the email must indicate that either the agency's Office of Legal Counsel or the agency's Office of Inspector General has certified that the individual has authority to obligate Federal funds.

The [How to Purchase Vehicles](#) can help Agency HQ Fleet Managers navigate purchasing from GSA and setting up and managing accounts. The tutorial covers AutoChoice Account Manager's responsibilities, user rights, and tips on managing accounts.

### **Where Do I Place an Order?**

You place orders using GSA's online vehicle ordering system, [AutoChoice](#). Vehicle orders can be placed year-round. The pricing and delivery times vary based on the vehicle type, availability, level of customization, delivery location, and method of ordering.

Most customers place orders through contracts awarded under the consolidated buying program, or [Standard Order Program](#) (SOP). However, options exist for specialty vehicles and equipment ([MAS Program](#) and [MAS Self-Service Acquisition Program](#)), unique and specialized requirements not under contract ([Non-Standards Program](#)), and for urgent and compelling circumstances with proper justification ([Express Desk Program](#)). For more information on surcharge rates by program type, refer to [Chapter 8](#).

Whether you are a first time user or a frequent buyer, please review the [How to Purchase Vehicles Tutorial](#). Before starting the ordering process, contact your [Agency HQ Fleet Manager](#) for information on your agency's internal funding requirements and vehicle ordering process.

### **How Do I Access AutoChoice?**

First, obtain your agency and bureau codes from your [Agency HQ Fleet Manager](#) or from GSA Fleet. It is important that you register under the correct agency code and bureau code in [AutoChoice](#). When you are making a vehicle purchase, AutoChoice will validate your Activity

Address Codes (AACs) against the agency code you are registered under. If your AAC does not match your agency code, you will not be able to save an order and will need to contact a [specialist](#) for assistance.

You need to know the general vehicle type, size, specifications, and capabilities that you are looking for to meet your mission. Once registered in AutoChoice, you can search for vehicles by vehicle type, and alternative fuel vehicle type. Narrow down your search by sub-vehicle type. View minimum standards and select the options you require. Compare vehicle models by options available, fuel type and price.

Vehicles may be customized, and optional equipment added in addition to the options found in AutoChoice by selecting the Additional Requirement (AREQ) option. If you do not see a vehicle that will meet your agency's mission, you can contact a [specialist](#) to discuss other programs. The [specialist](#) may connect you with a vehicle engineer for further assistance. Vehicles are categorized by Standard Item Number (SIN) which you can learn more about in [Chapter 7](#). From there you can compare prices. Make sure to go to the [How to Purchase Vehicles Tutorial](#) for specifics and the [Requisition Detail Guide](#) to review funding information required to place your order.

## How to Specify Additional Requirements

The AREQ function allows customers to request specific equipment not listed in the options. Selecting the AREQ will result in the manual processing of your order. The AREQ should only be used for mission-related requirements. Do not use the AREQ to list any of the following:

1. GSA minimum requirements.
2. Manufacturer standard equipment.
3. Internal agency data.
4. Vendor selection.

The AREQ cannot be used to request makes/models not offered in AutoChoice, or to request AutoChoice options already shown as not available by the manufacturer. Please list AREQ requirements concisely and include enough information for GSA to obtain valid pricing.

An engineer will review the requested technical specifications. The specifications are then forwarded to a contracting officer to solicit, evaluate and award the AREQ. Once a price is obtained, the contracting officer will contact the customer to review the quotes and acquire signed approval prior to an award being made.

For more information on how to order a vehicle with the AREQ option, go to the [How to Purchase Vehicles Tutorial](#).

## How Do I Order a Vehicle with Additional Requirements (AREQs)?

If you request additional requirements (AREQs) that are not currently awarded under contract, the requisition is forwarded to an engineer for review. Optional equipment which has been determined



unacceptable will not be considered under the AREQ process. In addition, GSA does not accept AREQ requests for law enforcement equipment.

Before creating an AREQ, customer agencies should perform market research as outlined in [FAR Part 10](#), to ensure that the equipment being requested as an AREQ is not already offered as standard equipment or as optional equipment for that specific line item. Thoroughly read the manufacturer and vendor clarifications and option notes. GSA may be able to resolve the vehicle need without an AREQ. If you need to continue with an AREQ request, follow these steps:

1. Complete an [Independent Government Cost Estimate \(IGCE\)](#). When the AREQ option is selected in Autochoice the IGCE and other requirements can be downloaded.
2. In Autochoice, after you select the AREQ option, there is a link to download an Excel based template that will help you to complete the information needed for your AREQ.
3. Find the desired SIN in AutoChoice and begin to develop the AREQ.
4. Select desired options.
5. Select the AREQ option.

## **Can I Research Vehicle Availability Without Placing an Order?**

Yes. The following are research methods for vehicle availability:

- The [Vehicle Availability List \(VAL\)](#) is the tool used to keep customers informed of updates from the manufacturer and the vendor on their close-out and open dates in AutoChoice.
- You can access AutoChoice and review vehicle types, options, manufacturers and vendors, and cost without a commitment. For more information, refer to the [How to Purchase Vehicles Tutorial](#).

## **Is There A Tutorial for AutoChoice?**

The [How to Purchase Vehicles Tutorial](#) assists customers with navigating AutoChoice and highlights any changes to the web tool. The tutorial provides screen-by-screen instructions on how to register and navigate through AutoChoice for the Standard Order Program (SOP).

## **Standard Order Program (SOP)**

The Standard Order Program uses consolidated purchasing to obtain the best market prices and benefits available through economies of scale. To establish a competitive purchasing environment for vehicles that will meet most mission requirements, GSA Fleet engages with the automotive industry to determine what is available for the next model year.

GSA provides competitive acquisition solutions which are negotiated annually, semi-annually, or every three years depending on the vehicle type. The customer places requisitions through [AutoChoice](#).

## **Multiple Award Schedules (MAS) Program**

Vehicles that are not available through the SOP, and other vehicle related products, are available through [GSA's Multiple Award Schedule \(MAS\)](#), in particular the [Transportation and Logistics](#)

[Services - Motor Vehicles \(non-Combat\) category](#). A wide variety of specialty vehicles and accessories are available including:

- Fire Fighting Apparatus and Attachments
- Law Enforcement Vehicles and Attachments
- Special Vocational Vehicles and Attachments
- Utility & Telecom Construction Equipment and Attachments
- Snow Maintenance Equipment
- Aircraft Ground Support Vehicles and Equipment
- Upfitting Services
- Low Speed Vehicles
- Trailers and Attachments
- Tank Trucks
- Tires
- Wheel and tire equipment
- Leased Heavy Duty Vehicles
- Automotive Maintenance, Repair and Body Services

In addition, the MAS Program also offers commercial leasing of Passenger Cars, SUVs, Vans, and Light Trucks that permits agencies to fulfill their short term leasing needs via 12, 18, 24, 30, 36, and 48 month leases for these vehicle types. Please note that any vehicle rentals needed for up to 120 days should go through [GSA's Short-Term Rental \(STR\) Program](#). Equipment can be rented through STR for up to 365 days.

To view commercial leasing options through MAS:

1. Go to the [GSA eLibrary](#).
2. Click on Quick Search located on the top right of the screen and select "Select a Contract Vehicle" from the drop-down menu.
3. Select "Multiple Award Schedules" (MAS).

GSA eLibrary is the online resource for the latest contract award information for GSA Schedules, providing up-to-date information on suppliers, supplier contact information and specific contract terms and conditions. Search GSA's eLibrary by:

- Keyword(s)
- Contract number
- Contractor/Manufacturer name
- Schedule name, schedule number, category/sub-category name, or category number/special item number (SIN)

### **MAS Self-Service Acquisition (Direct Acquisitions by Your Agency)**

Agency contracting officers with the approval of their agency may procure products directly from the GSA's Multiple Award Schedule Solicitation 47QSM20R0001, Transportation and Logistics Services and Industrial Products and Services Categories either (a) through [eBuy](#); or (b) by

obtaining a minimum of three (3) written quotes. See [FAR 8.405-1](#) for procedures based on dollar value of acquisition.

Agency contracting officers must follow the FAR and their agency policies and FAR supplements. GSA is **not executing the contracting action** in these types of acquisitions. Agencies should be aware that by not pursuing assisted acquisitions through GSA they are not realizing the benefits of a dedicated vehicle engineering and contracting team with automotive expertise.

### **Non-Standards Program (Assisted Acquisition)**

If you have a unique and specialized non-tactical vehicle requirements that can be met through the (MAS) Program, and elect not to utilize their agency's procurement or project management staff, or you require a vehicle type that is not currently available on AutoChoice or MAS contracts, you may contact [GSA Fleet](#) to request an assisted acquisition. This program provides a turnkey solution to agency customers to leverage GSA Vehicle Engineering, Project Management, and Contracting Officer resources, to execute their vehicle procurement needs from technical requirements development to end user delivery. The assisted acquisition fee schedule is a ten percent (10%) surcharge for the first vehicle, and then a two percent (2%) fee for subsequent vehicles within the same project activity.

Customers interested in seeking assisted acquisition services through this program will have a project manager assigned to their activity to assist in the execution of the project plan and (IAA) OMB-Inter Agency Agreement, which details the roles, responsibility, rationale and funding obligations for completing the project. Previous projects consisted of specialty vehicles such as:

- mobile pharmacy, medical, dental & imaging trailers/vehicles
- interactive display (roadshow-educational) trailer/vehicles
- communication-telecon trucks
- incident command centers
- mass casualty/triage trailers/vehicles
- detainee/prisoner transport buses/vans
- armored passenger carrying vehicles
- firefighting equipment.

### **Express Desk Program**

The Express Desk Program is a means of purchasing vehicles through AutoChoice when there is an "Unusual and Compelling Urgency and the Government would be seriously injured unless the agency is permitted to limit the number of sources from which it solicits bids or proposals," (in accordance with [FAR 6.302-2\(c\)](#)). Agencies can even provide requirements and vehicle descriptions for model types not offered under GSA's normal SOP contract. GSA has the resources to procure vehicles on an expedited basis utilizing open market sources (such as dealerships & automotive resellers) to acquire most stock models and classes of vehicles. Prices will typically be higher than prices for similar vehicles listed on AutoChoice and on GSA Advantage! (MAS-Multiple Award Schedules), due to the low quantity/volume numbers involved in the procurement. The trade off advantage of utilizing the Express Desk Program is that your

vehicle requirements typically can be fulfilled within 30 days from acceptance of your fully funded vehicle requisition in AutoChoice. Agencies must follow the instructions listed in the Express Desk drop down in AutoChoice for requesting this service. Please keep the following in mind when using the Express Desk Program:

- GSA is the mandatory source for all non-tactical motor vehicle purchases.
- GSA seeks open market sources of competition for the procurement.
- GSA encourages customers to provide the names of dealers within the delivery area to be solicited by GSA. There is no guarantee that a suggested source will receive a contract award as they may not be an approved source of supply to GSA.
- Customers may *not* negotiate terms and conditions with a potential contractor prior to sending in a requisition to GSA as GSA is the mandatory source.
- After being advised by GSA about the price and any exceptions or clarifications covering the vehicle(s) solicited, agencies must expedite a final decision. Dealers generally do not hold vehicle(s) for more than 48 hours.
- The government's payment terms are *always* net 30 calendar days after receipt of a proper invoice.
- The GSA surcharge for Express Desk requisitions is two percent (2%), except during August and September, when the surcharge is five percent (5%).
- If a "brand specific" vehicle is required, a complete and comprehensive Justification for Other than Full and Open Competition (JOFOC) must be provided by the customer or the requisition will be rejected. For instructions on how to complete a JOFOC request, contact [GSA Fleet](#) for assistance.

## **How Do I Place a MAS Order Through AutoChoice?**

Before submitting a requisition through [AutoChoice](#), determine whether you want to use your agencies' own resources to use MAS through [eBuy](#) or obtain 3 quotes on your own, or if you want to upload your Acquisition package in GSA's AutoChoice. If you elect to work on your own, you do not need to upload any documents through AutoChoice.

For further instructions, go to the [Order Placement Procedures for MAS](#) or contact [GSA Fleet](#).

## **Can I Re-Order What I Already Have?**

Vehicle options and specifications often change from one model year to the next, and different products may become available that may meet your mission. Research the vehicles by vehicle type and Standard Item Number (SIN) through [AutoChoice](#) and the [Federal Vehicle Standards](#) to determine the best vehicle fit for your mission.

## **How Do I Receive Updates on Vehicle Open and Close-Out Dates, and other Important Vehicle Information?**

To receive the [Vehicle Availability \(VAL\) updates](#), register in [AutoChoice](#) or see our [website](#). The VAL is the tool used to keep customers informed of updates from the manufacturers and vendors on their close-out and open dates in AutoChoice.

By registering for these updates, you will also receive email alerts from Vehicle Purchasing, titled “Rules of the Road”, which provide important, time sensitive information such as manufacturer shutdown dates, etc.

### When Do I Receive the Vehicle?

Shipment times vary depending upon options, method of delivery, vehicle type, and make and model of vehicle. These are the estimated shipment times by Standard Item Numbers. These estimates are also available on the Compare Prices tab in [AutoChoice](#).

Vehicle Type	Time After Receipt of Order (ARO) (in calendar days)
Ambulances	195 - 255
Buses	150 - 300
Light Trucks/Sedans	90
Light Trucks with Vocational Bodies	90 - 275
Medium and Heavy	180 - 300
Law Enforcement Vehicles (base)	90-120
Law Enforcement Vehicles (with GSA-furnished Upfit Package)	120 - 300
Wreckers	210 - 270

Delivery to a dealership or consignee (CNS) typically occurs within 2-3 weeks of shipment but can be impacted by a variety of factors. These dates are estimates and may vary, subject to commercial market conditions.

### What Are the Benefits of Using AutoChoice?

[AutoChoice](#) allows customers to:

- Configure vehicles, select equipment, color, and calculate actual vehicle prices.

- View side by side comparison of different vehicle models.
- Select type of delivery - consignee or dealer delivery.
- Save a requisition for 14 calendar days in a pending status, depending on your user rights.
- Submit and check your vehicle orders online.
- View available alternative fuel vehicles (AFVs).
- Obtain miles per gallon fuel ratings.
- View vehicle suppliers past performance.
- Permit various levels of usage, such as supervisor and group usage.
- Obtain a copy of the Motor Vehicle Delivery Order (MVDO).
- Run reports.
- Sign-up for Vehicle Purchasing's email notifications.

There are also links in [AutoChoice](#) to the [AFV Guide](#), Executive Orders on Sustainability Practices, [Federal Vehicle Standards/Comment Collector](#), [EPA Fuel Economy](#), [EPA Green Vehicles](#), [EPA Guidance \(EISA\)](#), [National Highway Traffic Safety Administration](#) (NHTSA) [Defects and Recalls](#), [NHTSA safety ratings](#), and Vehicle Solutions.

# Chapter 5 - How Do I Arrange for Overseas Deliveries?

The 1611 Export option allows GSA to coordinate shipments of items from a CONUS port to an overseas port. GSA serves as the liaison between the manufacturer and the customer throughout the 1611 Export process, as follows:

- The customer selects the 1611 Export option in [AutoChoice](#) when ordering a vehicle to be delivered overseas.
- GSA Export:
  - GSA Fleet processes the 1611 Option (Export team coordinates with suppliers and shipping agents).
  - Vehicle is delivered to the domestic port by the supplier.
  - Ocean vessel will transport the vehicle(s) to the destination port.
  - Destination port contacts the customer for pickup.
  - Customer picks up the vehicle (pays all relevant fees as applicable).
  - GSA invoices the customer the ocean portion of the bill via their AutoChoice requisition number.
  - Transport times and delivery dates to OCONUS locations are highly dependent on geo-political conditions, availability of ocean-going cargo space, and seasonal weather conditions. Advance planning of your vehicle requirements is strongly recommended.

\* Note - Export 1611 does not include OCONUS dealership delivery.

Once a vehicle is delivered to the port of origin (*not destination*) identified by the requesting agency, it becomes the sole property of the ordering agency and is no longer the responsibility of either GSA or the manufacturer. Any and all claims resulting after vehicle delivery to the port of origin, such as vehicle damage, equipment theft, vehicle loss, etc., are between the requesting agency and the relevant third party.

If you wish to arrange for overseas transportation of purchased vehicles on your own, DO NOT select the 1611 option. You (the customer) will be liable for any storage fees or additional transportation costs incurred due to such issues as rejection of delivery at final destination due to missing or incomplete paperwork or any other reason or incident that may cause extra charges.

For further assistance, contact [vehicle.buying@gsa.gov](mailto:vehicle.buying@gsa.gov) or (844) 472-1200.

# Chapter 6 - Who Do I Contact for Assistance with Ordering and Training?

## Assistance with Ordering and Training

GSA Fleet specialists serve as the agent between the customer, contracting officers, and manufacturers and vendors to facilitate the vehicle acquisition process and to ensure customer satisfaction. The specialists provide:

- Communication with customers.
- Assistance with continuity of agencies' mission operations.
- One-on-one or group training for the customer.
- Customer site visits.
- Answers to customer inquiries.
- Assistance in obtaining reports in [AutoChoice](#).
- Information on agencies' historical purchasing information.
- Assistance in resolving agency-specific issues.

For assistance, contact a [specialist](#).

## Who Can Assist with Unique Requirements?

Vehicle Purchasing has a Non-Standards Program to assist customers with unique requirements. Contact GSA Fleet to be connected with an engineer for assistance with developing a competitive purchase description. GSA charges ten percent (10%) for the first specialized vehicle and then two percent (2%) for any additional vehicles within the same project.

A team of engineers and product specialists are available to assist customers with technical expertise as follows:

- Market Research
- Analysis of Alternatives
- Emerging Technologies
- Systems Engineering and Integration
- Statements of Work
- Inspection and Acceptance
- Warranty and Post Delivery Support
- Project Planning
- Project Management
- Industry Expertise
- Development of customized specifications for any vehicle and application requirement.
- Proper vehicle selection for the specific application.
- Proper vehicle weight ratings and payloads.
- Proper selection of engines, transmissions, axles, frames and electrical systems.
- Safety issues and vehicle reliability.
- Assistance in resolving warranty issues, vehicle defects or other quality related problems.



## **What if the Vehicle I Am Looking for is Not Offered?**

GSA is the mandatory source for the procurement of all new non-tactical motor vehicles for Executive Agencies and DoD as set forth under [41 CFR 101-26.501-1](#). An agency may only conduct its own procurement if there are unique circumstances and if granted a waiver by GSA. To request a waiver, the [Agency HQ Fleet Manager](#) must email GSA a detailed waiver letter request. For complete guidance on details to address in the letter, contact [GSA Fleet](#). GSA Fleet will review the waiver letter request and make the decision to approve or deny it.

Waiver approvals are subject to audit. Agency solicitations for non-tactical motor vehicles without a GSA-approved waiver letter will be referred to the agency's Office of Inspector General. Waiver approvals are only valid for use within the fiscal year in which they are issued.

# Chapter 7 - What are the Federal Vehicle Standards and How Do I Use Them?

The purpose of the [Federal Vehicle Standards](#) is to achieve a practical degree of standardization within the Federal Government's automotive fleet and to simplify competitive procurement of vehicles. GSA establishes the vehicle categories and minimum general equipment for those categories. GSA's contracts with automakers and dealers are then based on those specifications. These categories, vehicles, and specifications are visible to the ordering customer in [AutoChoice](#). The Federal Vehicle Standards are listed in the following vehicle categories:

- Sedans, Station Wagons
- SUVs, Light Truck.
- Medium Duty Trucks
- Heavy Duty Trucks
- Buses
- Ambulances
- Police Use

## What is the Comment Collector and How Do I Use it?

The [Federal Vehicle Standards](#) are updated annually. Customers, vendors, and interested parties are able to participate in the annual development of the Federal Vehicle Standards during the comment period. The Comment Collector is an online tool where a draft of the Standards can be viewed, comments made, and changes requested to a vehicle option, style, etc. The Comment Collector is open for 45 calendar days. Customers are notified the collector is open through [GSA Fleet's automated emails](#), as well as by reminders posted on the homepages of AutoChoice and the Federal Standards.

At the end of the comment collection period, questions are answered and adjustments, corrections, additions and deletions are made. Once the Federal Vehicle Standards are finalized, they are ready for use by GSA to establish the requirements for the upcoming vehicle solicitation.

## How Does the GSA Contracting Process Provide Value to the Government?

GSA provides quick, flexible, and competitively priced acquisition solutions. GSA's vehicle contracts are multi-award, firm-fixed price, Indefinite Delivery/Indefinite Quantity (FFP/IDIQ) contracts with various periods of performance. Most are awarded on an annual basis although some are multi year with option periods. GSA's [Federal Vehicle Standards](#) establish minimum technical, quality, and optional equipment specifications. The standards ensure vehicles purchased by GSA are safe, durable, and economical, and provide uniformity in the acquisition process. These standards are developed by GSA and published by GSA annually to cover the upcoming model year vehicles.

The Federal Vehicle Standards are posted for comments from interested parties for approximately 45 days during certain parts of the year as part of the annual development, coordination, and maintenance of the standards. During this time suppliers, agencies and other interested parties have an opportunity to review these standards and provide feedback.

Before these vehicle solicitations are posted, GSA works with the automotive industry to determine what is available for the next model year and to assist in developing the applicable Federal Vehicle Standards by vehicle type. GSA then posts the solicitation and invites suppliers to submit proposals. Offerors to these solicitations are evaluated in the areas of responsibility, technical acceptability, past performance, financial resources, and price. Awards are then made to successful offerors.

In addition to the standard AutoChoice contracts, GSA has several other contractual tools to ensure customers have access to the widest selection of vehicles possible. For more information on Non-Standards, Express Desk and Multiple Award Schedules (MAS) procurements, please see [Chapter 3](#).

# Chapter 8 - What Are the Costs and Fees?

## What are the Costs Associated with Purchasing a Vehicle through GSA?

The total cost for a vehicle purchased through GSA will include the following:

- Base Vehicle Cost
- Selected Options
- Delivery Options Costs:
  - Dealer delivery (default)
    - Includes dealer prep at set fee
  - Consignee delivery (CNS)
    - No vehicle prep performed
  - Delivery Outside CONUS
  - Overseas (1611 export program) delivery

The total cost to the agency placing the vehicle requisition also includes a processing fee (listed below):

- Standard Vehicle Orders through AutoChoice - two percent (2%) surcharge per vehicle.
- [Non-Standards Program](#) - ten percent (10%) surcharge for the first vehicle, then two percent (2%) surcharge for every vehicle after the first vehicle within the same project.
- [Multiple Award Schedules](#) (MAS) Self-service through AutoChoice -
  - Self-Service - two percent (2%) surcharge per vehicle.
    - Customer conducts the planning, awarding and administration.
  - [Assisted Acquisition](#) - ten percent (10%) surcharge for first vehicle, then two percent (2%) surcharge for every vehicle after the first vehicle within the same project.
    - GSA conducts the planning, awarding and administration.
- [Express Desk Program](#) - two percent (2%), except during the months of August and September when the surcharge is five percent (5%).

## When Am I Billed?

Agencies are not billed until after the vehicle is shipped. Track the delivery status of your vehicle in AutoChoice. Once a vehicle is shipped, vendors will submit their invoices to GSA Finance which will validate the invoice and pay the vendor. GSA Finance then invoices the customer based on the AAC or DoDAAC provided on the order. Most customers will be billed through IPAC. Funds are obligated by the requisitioning agency upon order submission. Payment by requisitioning Federal agencies to GSA is due within 45 calendar days from the date that statements are issued in accordance with the terms of the Acquisition Services Fund, [40 USC 321](#). Non-Federal customers must submit payment within 30 calendar days. Credit cards are not an accepted form of payment. GSA Fleet is partnered with GSA Finance on payment issues and the collection of outstanding debts.

## **How Do I See My Bill?**

All invoice statements are available in GSA's [Vendor and Customer Self Service \(VCSS\)](#) application. You will not receive a paper invoice, however if you are registered in VCSS and have entered an email address, you will receive a notification that a new billing statement has posted to your account. Track your vehicle purchase invoices by registering for VCSS. Statements typically post on the 5th day of the month.

## **What Method of Payment Do I Use?**

Vehicle orders are placed using the FEDSTRIP/MILSTRIP data for payment purposes. Agencies will be billed based on the Activity Address Code (AAC) or Department of Defense Activity Address Code (DoDAAC) provided on each order.

## **How Do I Obtain My AAC or DoDAAC and Other Financial Information Needed to Purchase a Vehicle?**

Requests for AACs or DoDAACs are firmly controlled and can only be made by your agency's designated ordering official. For more information, visit ["How do I request an Activity Address Code \(AAC or DoDAAC\)"](#) or contact GSA Global Supply at [ordermgmt@gsa.gov](mailto:ordermgmt@gsa.gov) or at (800) 927-7622 or (703) 605-9200.

If you are in need of financial information to purchase vehicles in AutoChoice, please contact your contracting officer/budget official or you can visit [Requisition Detail Guidance](#).

# Chapter 9 - After an Order Is Submitted, What Happens?

## Do I Receive a Vehicle Purchase Confirmation?

Customers will receive an AutoChoice order acknowledgment by email within 24 hours of placing the order. The confirmation will include the following details of the order:

- Agency Order Number
- Case Number
- Requisition Number
- Standard Item Number
- Model
- Quantity
- Obligated Amount
- Actual Price
- Consignee Delivery Address
- Created By
- Color
- Options

If you notice any discrepancies with your order, contact [GSA Fleet](#) as soon as possible so we can make an attempt to get the order corrected.

## Where Can I Find a Copy of my Motor Vehicle Delivery Order (MVDO) Document?

- The MVDO is created when your requisition is submitted through AutoChoice. Most MVDOs are sent to the vendor the next business day, except when the [AREQ](#) option is selected, and the requisition requires review by a GSA Fleet engineer.
- Copies of the MVDO will be emailed to the email address(es) listed in the requisition and delivery blocks of your vehicle order.
- An example of an MVDO can be found [here](#).

## Can I Change any Information on my Vehicle Order?

To request a change to an order, you must contact [GSA Fleet](#), not the manufacturer or vendor.

**GSA Fleet is the only party authorized to negotiate with the manufacturer or vendor regarding contract modifications or changes to an order.** Therefore, a change request not processed through GSA directly is unauthorized. GSA Fleet has contracting officer's representatives (CORs) authorized to make non-monetary changes to an order. A specialist will collaborate with a contracting officer on modifications affecting the cost of an order.

## Can I Cancel My Purchase Order Once it Has Been Placed?

Once an order is placed there is no guarantee it can be cancelled. Requests for order

cancellations are highly discouraged. Your agency's funds are obligated once an order is placed. GSA Fleet begins processing and dedicating funds to your order as soon as you have submitted it. Therefore, we advise you to thoroughly consider your order before submitting it. Cancelling your purchase order after it has been placed is at best difficult and may not be possible in many cases. If you desire to cancel an order, it's imperative that you act immediately and contact GSA as soon as possible. If your order cannot be cancelled by the vendor, your AAC or DoDAAC will remain financially responsible for that vehicle order.

### **Where Do I Obtain a Status Update on My Purchase Order?**

The vehicle order status is available in [AutoChoice](#). It is updated weekly with status changes from the manufacturers and vendors. Shipment and delivery information will be shown as it is made available.

For further instructions on how to obtain a status update, go to the [How to Purchase Vehicles Tutorial](#).

### **When Do I Receive the Certificate of Origin for a Vehicle (COO)?**

The COO is similar to a title issued by your local DMV. The vehicle manufacturer issues a COO to the original purchasing dealer. The COO is mailed out to the address entered in the Mailing Address section of your AutoChoice order, so it is important that the address provided is entered correctly. The manufacturer will send you the COO by mail once the vehicle is completely built. In most cases, the COO arrives prior to vehicle delivery, but this is not always the case.

### **How Do I Request a Duplicate COO?**

An email request for a duplicate COO is discouraged unless absolutely required to obtain state plates or for another justifiable reason. Requests may be sent to [GSA Fleet](#) after 60 calendar days from the shipment date of the vehicle. Your email needs to include:

- Case number or order number
- Vehicle Identification Number (VIN)
- Mailing address
- Statement confirming you have conducted a thorough search of incoming mail in your facility.

### **What are the Contractor and Inspection Requirements?**

Contractors are required to have a quality assurance (QA) system in place that is acceptable to the Government. For most vehicles, inspections follow pre-shipment commercial practices. Several commodities do have additional inspection requirements imposed by GSA as part of their contracts when they are not solely factory produced or are specialty vehicles.

For example, the SOP program has First Production Vehicle Inspection (FPVI), as well as end item vehicle inspection requirements. During the FPVI, the GSA Industrial Operation Analysts (IOA) will meet with the Contractor and perform an in depth review of the physical characteristics and components of the vehicle to validate compliance with all requirements listed in the contract,

Federal Standard, and MVDO. In addition to the FPVI the IOAs perform end item vehicle inspections for all Light Vocational Body Trucks, Medium and Heavy Trucks, Ambulance, Bus, and Non Standard vehicles. These inspections are performed after final assembly but prior to shipment. For LU upfits, inspections are performed by GSA when a vehicle model changes, or the specifications of an LU package are changed and performed on a case by case basis.

The vehicle supplier is required to use [Form 1398](#) to indicate that pre-shipment inspection and servicing of each vehicle has been performed. The form should be affixed to the lock face or door frame of the right front door after the final inspection. The form should be left in place during the warranty period to permit prompt identification of vehicles requiring dealer repairs pursuant to the warranty.

### **Does GSA Inspect Vehicles?**

Sedans, station wagons, sport utility vehicles, base police use vehicles, and light trucks are considered commercial products requiring no inspection by GSA Fleet. The manufacturers and vendors inspect these vehicle types.

GSA Fleet's Quality Assurance (QA) Branch performs quality assurance inspections on all other vehicles purchased. These vehicle types include:

- law enforcement vehicles with upfits or additional equipment
- ambulance
- vocational, buses
- medium and heavy vehicles
- non-standard, and vehicles placed through the GSA Multiple Award Schedule

The inspections ensure that the vehicles built comply with all contract requirements. The Industrial Operation Analysts (IOAs) also validate that the contractor and supplier's QA systems are functioning correctly. It is the responsibility of the contractors and subsequent suppliers to maintain adequate QA systems to perform inspections, and verify complete compliance of chassis, and all bodies and equipment in accordance with all contract requirements.

The IOA inspection process is as follows:

- Review inspection requests
- Establish inspection time and date
- Review the contract terms and obtain:
  - MVDO Copies
  - Supporting documentation from the suppliers
  - Copies of all applicable Federal Vehicle Standards
  - Other pertinent documentation (i.e., Option codes, AREQs, and contract modifications)
- Establish an agenda for the inspection
- Perform the vehicle inspection and appropriate information documented
- Conduct a close out meeting with the supplier



- Release vehicles for shipment only after they are inspected and found to be 100% contractually compliant

### **Can I Request for the Vehicle Inspection to be Waived?**

GSA can waive an inspection depending on the circumstances. For example, an identical vehicle may have been ordered prior to the current order being up for inspection and the vendor has a good track record of not having issues at inspection. An inspection could possibly be waived if the customer submits a request to waive the inspection to the GSA Contracting Officer. The GSA Contracting Officer would consult the Quality Assurance Branch before approving or denying the inspection waiver request. If waived, the customer is responsible for final inspection and to assure the vehicle(s) meets specifications as ordered.

### **Do License Plates Come with My Vehicle?**

Customers are responsible for obtaining license plates. UNICOR manufactures license plates for the Federal government. Authorization to procure these plates is limited to individuals pre-approved by the appropriate [Agency HQ Fleet Manager](#). You will need to contact your Fleet Manager for authorization. After you have been approved and your account has been activated, you may log in to the [UNICOR License Plate Store](#) and see the plates which you are authorized to order. If you need to obtain state plates, please follow applicable state guidelines for doing so.

# Chapter 10 - What Happens When the Vehicle Arrives?

## How Will I Be Notified When the Vehicle is Delivered?

- *Consignee Delivery (CNS)*: The transport company will contact the contact listed.
- *Dealer Delivery*: The dealer will contact you when the vehicle has arrived on their lot.
- *Neither CNS or Dealer Delivery Were Selected*: The vehicle will be delivered to the closest participating dealer to the delivery address zip code and that dealer will contact you when the vehicle has arrived on their lot.

Check AutoChoice for updates on the status of the vehicle. If [AutoChoice](#) shows the vehicle was delivered, then contact the dealer or CNS location.

For assistance, contact [GSA Fleet](#).

## What is Needed by the Dealer When I Pick Up the Vehicle?

When picking up your vehicle, bring your Federal Government [license plates](#) and the COO or the MVDO to provide proof of ownership. If you are required (per your agency mission) to acquire state license plates instead, please follow the applicable policy within your state. If you have questions, please reach out to your Agency Headquarter Fleet Manager or GSA. The GSA vehicle contract price includes the dealer-prep fee. You are not required to pay any fees to the dealership. If you experience difficulty concerning the release of your vehicle from the dealership, please contact [GSA Fleet](#). Vehicles that are delivered directly to your facility cannot be taken to a dealership to be prepped.

## Do I Need to Inspect the Vehicle Once it's Delivered?

- Inspect the vehicle thoroughly to ensure the ordered options are included and there is no damage to the vehicle.
- Compare the Vehicle Identification Number (VIN) on your vehicle to the COO or the MVDO to verify that you are accepting the correct vehicle.
- *Ensure the delivery receipt form provided by the dealer or transport company is completed accurately and retain a copy.*

## What if the Vehicle was Damaged-in-Transit (DIT)?

If your vehicle arrives damaged, contact GSA Fleet at [Vehicle.Claims@gsa.gov](mailto:Vehicle.Claims@gsa.gov) to report any suspected vehicle damage. GSA Fleet will instruct you through the claims procedure with our major light duty vehicle suppliers.

## What if the Vehicle Does Not Come with Everything it was Supposed to Have?

If the vehicle arrives without options listed in the MVDO:

1. Do not accept the vehicle on the delivery receipt form and do not take the vehicle off the

- lot if the vehicle is at the dealership.
2. Contact [GSA Fleet](#) which will collaborate with the manufacturer or vendor to remedy the problem.

## **Who Do I Contact for Ordering License Plates, Maintenance, Accident Repairs, and Installing Accessory Equipment on My Agency-Owned Vehicle?**

Contact your [Agency HQ Fleet Manager](#) for instructions on how to order license plates, maintenance and accident repairs, and installation of accessory equipment for your vehicle.

Agencies are required to document the date they receive their vehicle. Simply go to the “Your history” tab in [AutoChoice](#) and select ‘Vehicle Receipt’. Enter the Case, Agency Order or Requisition number of the vehicle and click on “Proceed”. Fill out the “Date Ag Received” column using the calendar to complete documenting the receipt of your vehicle.

Refer to the [How to Purchase Vehicles Tutorial](#) for further guidance or your agency Fleet Manager.

# Chapter 11 - What if There is a Problem with the Vehicle After Accepting it?

## What is the Warranty on My Vehicle?

GSA follows standard commercial practice as it relates to vehicle warranty. Minimum warranty information is outlined in the [Federal Vehicle Standards](#), though some manufacturers may choose to offer a longer warranty. Vehicle warranties take effect on the vehicle's delivery date. Specific model warranty is located under the Minimum Requirements Tab in [AutoChoice](#) and may vary. The moment the vehicle is shipped it becomes the customer's possession. Therefore, the customer needs to contact the vendor directly for warranty questions.

GSA Fleet has warranty and customer service procedures with each of our major light duty vehicle suppliers. Some situations may require additional assistance when a vehicle has been taken to your local dealership for service, and the dealer is unable to provide a resolution, whether it is for parts availability, recall coverage or repairs. To address these situations, the suppliers have provided streamlined procedures for customer assistance. Customers can refer to OEM websites and owner's manuals for more information. The warranties contain contact information, hours of availability, and lists of information needed to serve you. Each manufacturer will assign a case number to track your case and ensure a prompt response.

For outside of the Continental United States (OCONUS) vehicles, the [Federal Vehicle Standards](#) outline vendor responsibility for warranty claims. When vehicles are used outside of the United States, the District of Columbia, Puerto Rico, American Samoa, Guam, the Republic of Palau, the Federated States of Micronesia, the Commonwealth of the Northern Mariana Islands, the Republic of the Marshall Islands, and the Virgin Islands, the warranty shall include the furnishing of new parts or assemblies to replace any returned to the manufacturer by the Government which failed or malfunctioned within the warranty period. The replacement parts or assemblies shall be delivered by the manufacturer to the port of embarkation in the United States designated by the Government. The manufacturer shall not be required to bear the cost of the labor involved in correcting defects in vehicles operated in foreign countries.

## Who Do I Contact for Roadside Assistance?

Roadside assistance is typically part of the warranty coverage provided by the manufacturer with a new vehicle. The terms and conditions vary among manufacturers. They can also vary by make and model under the same manufacturer. Check the [Federal Vehicle Standards](#), your owner's manual or the manufacturer's website for more information on your vehicle. You may also find the [List of Roadside Assistance Phone Numbers by Manufacturer on the GSA Fleet website](#).

## What Should I Do if I Think the Vehicle is Deficient?

A uniform system for reporting deficiencies in materials or shipments is prescribed in [41 CFR 101-26.803-1](#). The [Quality Deficiency Report \(QDR\)](#) purpose is to report non-conformances, provide a method to recover material cost, and initiate steps to effect corrective and preventative actions.

Reports may be submitted by all civilian executive agencies, including their contractors and subcontractors when authorized. Department of Defense (DoD) activities should follow the applicable DoD or military service/agency regulations in reporting deficiencies.

The first step is to take a vehicle with an issue to an authorized warranty facility or dealership where more than likely, the issue(s) can be addressed. For light duty vehicles, find your local applicable dealer. For medium and heavy vehicles, including buses, contact the prime contractor that sold the vehicle for authorized warranty facilities near you. If the repair is performed at a non-warranty repair facility, you generally have no recourse for reimbursement and future issues are no longer covered by the manufacturer warranty.

If the vehicle is not repaired satisfactorily, contact GSA Fleet. The Quality Deficiency Report (QDR) [form SF-368](#), is the primary tool used by GSA for receiving feedback from vehicle users on the quality of vehicles. To submit a QDR, complete form SF-368 and submit it, along with copies of all pertinent correspondence such as emails, estimates, invoices, and photos, electronically to your [Agency HQ Fleet Manager](#) who will submit to GSA Fleet.

### **How Do I Know if My Vehicle has a Recall?**

In accordance with [49 CFR 577](#), manufacturers are legally required to notify vehicle owners of defects related to motor vehicle safety or noncompliance with a Federal motor vehicle safety standard. Manufacturers are required to notify vehicle owners by first class mail within 60 calendar days of filing a defect or noncompliance report with the [National Highway Traffic Safety Administration \(NHTSA\)](#). This notification is sent to the registered owner of the vehicle.

There are several tools available, including both single vehicle and bulk vehicle lookups, to identify open recalls on your vehicles.

For more information on using these tools, please visit the [GSA website](#).

# Chapter 12 - What are the Reporting Requirements for My Agency-Owned Vehicle?

## How Do I Notify GSA I Received the Vehicle?

Agencies are required to document the date they receive their vehicle. Simply go to the “Your history” tab in [AutoChoice](#) and select ‘Vehicle Receipt’. Enter the Case, Agency Order or Requisition number of the vehicle and click on “Proceed”. Fill out the “Date Ag Received” column using the calendar to complete documenting the receipt of your vehicle.

Refer to the [How to Purchase Vehicles Tutorial](#) for guidance.

## What is the Vehicle Registration Process?

The [Federal Motor Vehicle Registration System \(FMVRS\)](#) operates under the authority of [41 CFR 102-34](#), which provides guidance to executive agencies for the registration and identification of Federal motor vehicles. The term “motor vehicle” is defined in [18 U.S.C. § 2311](#). “Motor vehicle” includes road vehicles, such as automobiles, vans, motorcycles, and trucks, off-road vehicles such as self-propelled construction and farming equipment.”

Any non-tactical “motor vehicle” with U.S. Government license plates (both GSA Fleet government license plates and Agency-Owned) must be registered in the FMVRS ([41 CFR 102-34.120](#)).

FMVRS automatically populates the VIN, make, model, year, color, fuel-type, and the primary point of contact information of the individual who made the purchase.

The agency is responsible for updating the status of the vehicle’s VIN in FMVRS as follows:

- Change the status of the vehicle from “Shipped from OEM” to “Active”.
- Change the primary and secondary points of contact responsible for the vehicle.
- Assign the license plate number to the VIN.
- Update the vehicle status when it changes (i.e., when the vehicle is disposed of or transferred)

## Will Purchase Vehicle Information Automatically Be Loaded into My Agency's Fleet Management Information System (FMIS)?

Agency-owned vehicles that utilize GSA Fleet's FedFMS as their FMIS, will automatically be loaded into FedFMS upon entry into FMVRS. As long as the “FAST” reportable box is checked; vehicles become available in FedFMS. This functionality is not available to agency owned or operated FMIS systems.

For more information, please contact the [FedFMS team](#).

# Chapter 13 - What Documents Should I Be Aware of?

## Motor Vehicle Delivery Order (MVDO)

The MVDO is a detailed summary of the order placed. A copy of the MVDO is emailed to the requisitioner and to the email address in the delivery block of your order. All orders submitted before 3:00 PM EST are run in the daily evening cycle and the MVDO is available by the next business day. You may also access a copy of the MVDO through [AutoChoice](#). For instructions on how to print additional copies of an MVDO, please go to the [How to Purchase Vehicles Tutorial](#).

## How Do I Obtain My Invoice?

All invoices are accessible electronically in GSA's [Vendor and Customer Self Service \(VCSS\)](#) system. You will not receive a paper invoice. [Register](#) for VCSS to keep track of your invoices for vehicle purchases.

## Are the Vehicles Covered by Insurance?

The U.S. Government does not maintain private insurance on its vehicles. The vehicles are self-insured with any claims against the U.S. Government backed by the full faith and credit of the U.S. with claims payable under the Federal Tort Claims Act ([28 USC § 2671](#) et seq). For travel outside the U.S., please contact your agency's Office of General Counsel for assistance with insurance-related questions.

# Chapter 14 - What Do I Do with My Old Vehicle?

## How Can I Dispose of Excess Agency-Owned Vehicles?

GSA's Office of Personal Property is available to assist with disposal of agency-owned vehicles. There are a variety of [Disposal Options](#) depending on your specific situation.

Your agency may be eligible to retain the proceeds from sale and use those proceeds for the purchase of a new vehicle. To do so, you must have exchange sale authority and meet other criteria. For more information, please review [41 CFR 102-39](#) or contact a [GSA Area Property Officer](#).

## What Regulations Govern the Disposal of Agency-Owned Vehicles?

The Federal Management Regulations (FMR) govern the disposal of agency-owned vehicles:

- [41 CFR 102-36](#): Disposition of Excess Personal Property
- [41 CFR 102-38](#): Sale of Personal Property
- [41 CFR 102-39](#): Exchange Sale Authority

## Can I Trade In my Old Vehicle?

GSA Fleet does not accept trade-ins to offset costs during the ordering process.

## Resources

### Training Events

*GSA Fleet Desktop Workshops*

[Register](#) for virtual training sessions offered to all GSA Fleet customers. Typically, one topic is offered every month. Recordings of Desktop Workshops are posted to [GSA's YouTube channel](#). If you have any questions, please contact [GSA Fleet Desktop Workshops](#).

### [FedFleet](#)

A national conference is held annually allowing GSA Fleet, agency customers, manufacturers, vendors, partners, and consultants to convene and share best practices and participate in hands-on training. The manufacturers provide a world-class showcase of their latest vehicles and engineering.

For more information on training events, please contact GSA Fleet.

### Web Links

- [GSA](#)
- [GSA Fleet](#)
- [Vehicle Purchasing](#)
- [AutoChoice](#)



- [Federal Vehicle Standards](#)
- [AFV Guides and Helpful Links](#)
- [Eligibility to use AutoChoice](#)
- [How to Purchase Vehicles Tutorial, Order Placement Procedures for MAS, and Requisition Detail Guide](#)
- [MAS eLibrary](#)
- [Agency Fleet Manager Information](#)
- [Vendor and Customer Self Service](#) (VCSS)
- [Contractual opportunities](#)
- [Damaged-In-Transit Procedures](#)
- [Manufacturers' Roadside Assistance Numbers](#)
- [Federal Motor Vehicle Registration System](#) (FMVRS)
- [FMVRS regulation](#)
- [U.S. Government Self-insured Vehicles - Federal Tort Claims Act, 28 USC § 2671](#)
- [Personal Property Management - Disposal](#)
- [Disposition of Excess Personal Property regulations](#)
- [Sale of Personal Property regulations](#)
- [Exchange Sale Authority regulations](#)
- [GSA Area Property Manager](#)
- [Quality Deficiency Report form SF-368](#)